

To whom it may concern,

In regards to BellSouth's petition to stop regulating broadband service, I would like to voice my opinion against such actions. I have used 3 dsl providers over the course of many years, and I support a free and competitive environment for internet connections. I have come to the opinion that the big ISP providers provide less value than the smaller providers and therefore feel strongly that the FCC continue to insure a fair and competitive DSL market. I have found that the big providers such as SBC do not good pricing or customer service. The big providers also are unwilling to accomodate consumer's needs. For example, when I first started using DSL, SBC refused to support my choice of using a dsl router to provide true hardware firewall support to protect my computer from viruses. I eventually was forced to move to smaller provider because SBC refused to fix a problem with their dsl line becuae they claimed my router was at fault. It turned out it was a dsl line card not plugged in properly, but due to the lack of training at SBC they just made that as a excuse.

I have since moved from Covad, then to dsl extreme, and now I am on Sonic.net. All of these smaller providers provided superior technical support, and they were happy to provide my with support on using a router. I was able to get true hardware router protection from viruses, and better dsl speed/bandwidth/price with other providers. I moved to these different provider over the years because they offered better services and plans that fit my needs better. All of them are superior to SBC in virtually every metric that I know of.

Eventually (several years), SBC realized that people were leaving had to provide a trained support staff and provide router support, but this was only becuae their dsl competition was forcing them to provide important services that cusumers needed.

IMO, SBC would rather save money and not have to provide any support if it could get away with it. Leave it to SBC market idiot to think they knew what was best for consumers. Great thinking leaving customer unprotected to the hundreds of virsues that came throughout the years. Its just shameful what SBC lies to its customers that a software firewall was supposed to be just as good as hardware one. Lies.

With competition, I can selection from a wide range of providers who provides different packages. Consumers can select from different prices/speeds/bandwidth/features that fits their needs best. SBC on the other hand does not provide as much selection, its prices are usually higher, the customer service ratings are lower compared to the competition, and their service contracts are so generalized that I have no idea what I can count on from SBC. Their serice contracts are one of the main reasons why I still stay away from SBC. Other providers have more concrete terms and I respect companies that make their service transparent to consumers. Rather than SBC which keeps their contacts so open ended no one knows what they will get. SBC then can abuse consumers by providing lower service and support since it their contact is so lacking in specific commitments.

Anyhow, I hope the FCC thinks about how damaging it could be if big telcos monopolize the dsl market, and do not allow consumers a choice of dsl internet providers. Becuase of an open dsl market, I had a choice of going to different dsl internet service providers to get a service support and pricing that was the best for my needs. I am getting way better service, a better price, and more features such as web hosting and personal storage space from alternative dsl

provider. SBC does not have a competitive offering, and more importantly does not have management that understands what consumers want.

If it wasn't for competition, I probably would be spending more money for less performance and no support. I call SBC support staff anti support. I would also probably be spending an enormous ammount of time dealing with computer viruses that came about becuae SBC was not willing to allow people to protect their computers with proper hardware firewalls. Again, only due to competition did SBC behave in the consumers interests. IMO, SBC requires FCC oversight becuae they simply cannot be trusted to provide the services and support that customers want. SBC instead will attempt to provide a sub par one size fits all products with out sourced support that does not care about its customers. I know becuae I dealt with SBC and do not wish to ever deal with them again for my dsl service.